

Red Hat Services

Close the gap between what you know and what you need.

Table of contents

- 2** Red Hat Services
- 5** Red Hat Consulting
- 7** Red Hat Open Innovation Labs
- 10** Red Hat Training and Certification
- 12** Red Hat Learning Subscription
- 13** Red Hat Online Partner Enablement Network
- 15** Our customers



From architecture through adoption, training, and support, Red Hat helps you get the most out of your technology investment. No matter where you are in your journey with Red Hat® products, we have offerings designed to help you do more.

We ensure your success by creating collaborative relationships with customers and partners around the world, all in an effort to support your journey—how and where you need it.

Our engagement approach provides you with expertise to amplify your current capabilities and prepare you to build and navigate what's next. We connect the dots for emerging technology—from architecture through training and implementation projects, we bring together the technologies, people, and methods you need to meet IT and business challenges.

Adopting open source technology

Red Hat Global Services can help you on your open source technology adoption journey. Our incremental approach allows you to first define the strategic path you need to take toward implementation and innovation, like the Container Adoption Journey detailed in Figure 1. We also have adoption programs for automation, network functions virtualization (NFV), and hybrid cloud.



Red Hat Services Journey: Container Adoption

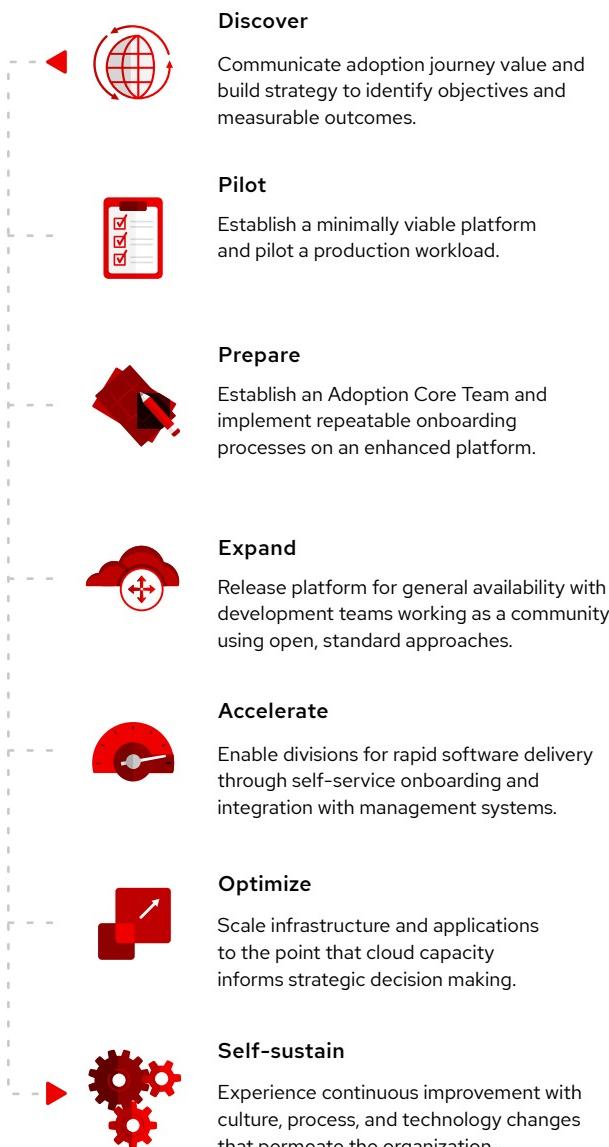


Figure 1. Red Hat Services Journey: Container Adoption

Each year, Red Hat announces an Innovator of the Year award winner, recognizing the technological achievements of a Red Hat customer.

For the last five years, the winner of this award has used Red Hat Services to transform its business. By using open source technologies to create change, these organizations are proof that when we work in the open, share resources, and collaborate, powerful things can happen.



Figure 2. Red Hat Innovator of the Year winners—and Red Hat Services customers



Why Red Hat Consulting

Red Hat Consulting looks holistically at your organizational maturity and business and technology needs to support your priorities.

Through our offerings, we can deliver technical engagements to ensure your team is set up for success from the start. For more pressing line-of-business challenges, Red Hat Consulting solutions help you address business or technical use cases, such as application development, infrastructure, management, and automation. To foster transformation, Red Hat Consulting offers programs that align culture, process, and technology.

Our methodology helps you overcome challenges through comprehensive solutions. Our complimentary discovery sessions ensure alignment against target outcomes and offer a roadmap to deliver solutions where you need them most. Through a mentoring model that promotes skills transfer and hands-on collaboration, we help your team learn and adopt the methods and skills needed to sustain success now and in the future.

Red Hat Consulting offers a series of whiteboarding videos, led by Red Hat experts, to educate technical users. Topics range from product discussions to design principles to best practices on delivery and execution.

Visit red.ht/RHCVideos to see the full list of videos.

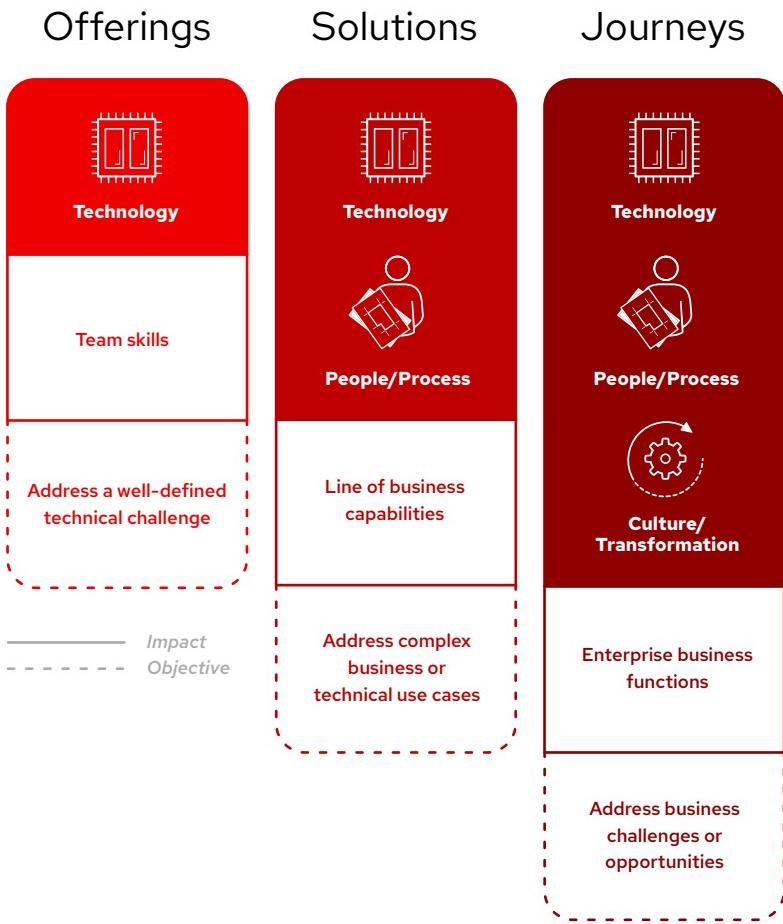


Figure 3. Red Hat Consulting portfolio

Three-year, 120% return on investment (ROI).¹
 Interviewed organizations
 experienced benefits of US\$10.1M.¹

¹Results are for a composite organization based on interviewed customers. A commissioned study conducted by Forrester Consulting, "The Total Economic Impact™ of Red Hat Container Adoption Program & Red Hat Open Innovation Labs," June 2018. redhat.com/en/resources/consulting-forrester-total-economic-impact-study

RED HAT OPEN INNOVATION LABS

Red Hat Open Innovation Labs is a set of community-powered experiences and engagements that helps individuals, teams, and organizations accelerate business value. Business and technical stakeholders work side by side with Red Hat experts to apply Red Hat's 25 years of open source leadership to positively impact the way they operate.

Connect with the people and tools that turn ideas into innovation

Red Hat Open Innovation Labs uses practices from the Open Practice Library, an open source community, to help customers accelerate and implement a modern way of working. Its practices draw on its open source culture and heritage to emphasize collaboration, transparency, community, adaptability, and inclusivity. These practices map to three key phases of successful customer engagement and positive business impact:

- ① **Discovery phase:** Generate the outcomes.
- ② **Options phase:** Identify how to get there.
- ③ **Deliver phase:** Put your ideas to the test.
Determine what works and what doesn't.

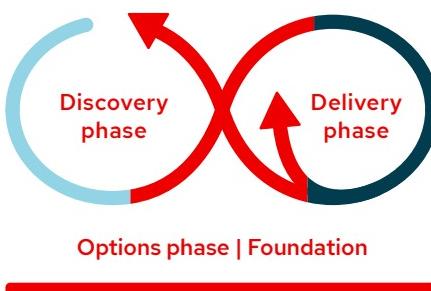


Figure 4. Red Hat Open Innovation Labs customer engagement phases*

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DevOps Culture and Practice Enablement

- › DevOps Culture and Practice Enablement (DO500) is a week-long course that provides an immersive experience in DevOps culture, modern software development practices, and modern application development architectures.

Open Innovation Labs residency

- › A Red Hat Open Innovation Labs residency is an engagement of 4 to 12 weeks where Red Hat architects, designers, software engineers, and engagement leads work alongside a customer team of 3 to 6 people to co-create digital solutions.

Open transformation at scale

- › Open transformation is an enterprise-wide program focused on scaling the adoption of Red Hat technologies and ways of working.
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Red Hat Services and Red Hat Support

Red Hat Services works directly with Red Hat engineering and support organizations to deliver solutions using Red Hat products. Through an open and collaborative approach, Red Hat Support gives you direct access to Red Hat engineers, the latest product knowledge, and best practices.

Technical account management

Red Hat Technical Account Management services help you ensure that you are productive, efficient, and more secure with your Red Hat products. These highly technical product specialists work closely with you to streamline deployments, resolve issues faster, and strategically plan for the future. Red Hat Technical Account Managers are trusted advisors for you, using their deep technical knowledge and understanding of your environment to help you perform, grow, and proactively ensure a more stable and secure product experience.

**Customers see a 432% three-year
ROI working with a Red Hat Technical
Account Manager.²**

²IDC White Paper, sponsored by Red Hat, "The Business Value of Red Hat Technical Account Management Services." June 2019.

<https://www.redhat.com/en/resources/idc-business-value-red-hat-technical-account-management>



Red Hat Training and Certification

Value of Red Hat Training and Certification

Maximize your team's skills and the impact of your organization's technology investments with Red Hat Training and Certification. Through flexible training options, prescriptive content, and validation of skills through hands-on certification exams, Red Hat's curriculum helps develop and build the skills you need to succeed with Red Hat technologies. Get content related to the latest product versions, developed by Red Hat practitioners who use and implement the software every day for enterprises around the world.

**Red Hat training provides a 389% ROI,
helping organizations improve operational
efficiency, innovate faster, and resolve
problems sooner.³**

³IDC InfoBrief, sponsored by Red Hat, "Maximize the Value of Red Hat Solutions." June 2018.
redhat.com/en/resources/training-certification-idc-infobrief



Ways to train

Red Hat offers training that fits any learning style. Whether you prefer a live classroom setting or self-paced, online training, you'll find a learning format that matches your unique needs.



Red Hat Learning Subscription

Access to all of Red Hat's online and video classroom courses, labs, and additional features, such as instructor Q&A, exams, and more.



Classroom training

Live, instructor-led training in an interactive classroom conducted around the world in a comfortable and professional environment.



Virtual training

Live, instructor-led training conducted over the internet, featuring the same hands-on labs as our traditional classroom training.



Online learning

An online, HTML5, self-paced learning experience available for all courses and in multiple languages.



On-site training

Private training for your entire team or department, delivered at your location, at a training center, or online.



Video classroom

Video training featuring our most popular courses, presented by our most experienced instructors, and streamed to your laptop or other personal devices.





Red Hat Learning Subscription

To succeed with software, you need a knowledgeable team and a learning solution that is quick, effective, and prescriptive. Red Hat Learning Subscription provides easy, on-demand access to quickly learn Red Hat technologies. There are two types of subscriptions available, with three tiers of service in each subscription type:

① Red Hat Learning Subscription

One-year subscriptions designed to help you develop the skills and knowledge demanded by a growing technology market. These versions are offered in both online training and video classroom formats, with content that prepares you for certification exams.

② Red Hat Learning Subscription Enterprise

A flexible, economical way to deliver the critical skills your team needs. Tailored to organizations seeking to train many users on Red Hat technologies, this solution lets many employees learn for significantly less than the cost of individual subscriptions.

BASIC	STANDARD	DEVELOPER
Hands-on labs	Everything in Basic, plus:	Developer-specific courses
Early access	Expert seminars	Hands-on labs
Instructor videos	Certification exams	Early access
Course e-books	Instructor office hours	Certification exams
		Course e-books

Get started with a seven-day free trial at red.ht/rhls-free.

Figure 6. Service tiers available with Red Hat Learning Subscription types



Red Hat Online Partner Enablement Network

Red Hat Services helps partners grow skills

Red Hat Services provides training and enablement for Red Hat partners to become experts on Red Hat products and solutions through the Red Hat Online Partner Enablement Network (OPEN) program. Red Hat OPEN, delivered through Red Hat Partner Connect, is available to Red Hat partners any time, from anywhere, and includes:



Role-specific training content for sales, sales engineers, and delivery specialists. Red Hat OPEN makes it easier for partners to master information that's important to them and their customers.



Learning paths that help partners earn accreditations. These individual and partner-level accreditations validate capabilities and elevate customer trust, leading to improved differentiation and profitability.



Access to the Red Hat Product Demo System, available to advanced and premier partners, offering preconfigured demos across Red Hat product lines that help partners practice how to demonstrate products and solutions.

There are 60,000+ accredited partners worldwide with content available in eight different languages. [Learn more about the benefits of the partner program at redhat.com/open.](http://redhat.com/open)



Red Hat Professional Services Partner Program

The Red Hat Professional Services Partner Program is an invitation-only program that helps our strategic delivery partners grow and nurture their own services practices.

The program gives participating partners priority for Red Hat resourcing requests, specialized training in emerging open source solutions, and access to Red Hat Consulting projects and opportunities. Partners participating in the Red Hat Professional Services Partner Program can differentiate their organizations via a unique partner program logo.



Hear what our customers and partners are saying about us...

"I used the Red Hat Learning Subscription to broaden my skill set and Red Hat knowledge with invaluable training and certification opportunities. The more I learned, the more I liked all the Red Hat technologies, and I have continued pursuing certifications ever since."⁴

Jason Hiatt | Lead Infrastructure Developer (RHCE®, RHCSA®), Onemain Financial
2019 Red Hat Certified Professional of the Year

"We have found the support from Red Hat to be exemplary. Whenever we need anything from them, they have given it. ... Red Hat is now our backbone. Our business cannot run if Red Hat is not there."⁵

Ashishkumar Chauhan | CEO, BSE

"The Red Hat OPEN program is designed to help partners deliver the best customer experience possible using Red Hat solutions. And the way Red Hat does that is through their excellent training program that extends to our sales, our marketing, as well as our solution engineering teams."⁶

Farhan Hussain | General Manager, Levvel

⁴ Red Hat Certification page, redhat.com/en/services/certification/rhcp/success-stories

⁵ Red Hat case study, "BSE builds world's fastest trading system with Red Hat." redhat.com/en/resources/bse-case-study

⁶ Red Hat video, "Red Hat & Levvel: Collaboration for the future."

<https://www.redhat.com/en/about/videos/red-hat-levvel-collaboration-for-the-future>

Ready to get started? Contact us.

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red.ht/discoverysessionrequest

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